GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:4764
ANSWERED ON:22.12.2014
SELF-SERVICE CHECK-IN
Udhayakumar Shri M.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government proposes to upgrade infrast- ructure at domestic terminal of Delhi Airport to reduce the waiting time for passengers;

(b) if so, the details thereof;

(c) whether Delhi International Airport Limited has placed a number of self-service check-in machines at the airport to facilitate the passengers for check-in;

(d) if so, the details thereof along with the names of the airlines which are using this facility and the response of the passengers thereto; and

(e) whether this facility is likely to be extended to Chennai Airport and if so, the details thereof?

Answer

Minister of State in the Ministry of CIVIL AVIATION (Dr. Mahesh Sharma)

(a) & (b): The waiting time for passengers at domestic Terminal 1 and Terminal 3 at Delhi Airport is well within the OMDA (Operation, Management and Development Agreement) standards.;

(c) & (d): Delhi International Airport Limited (DIAL) has installed 12 self-service check-in kiosks (CUSS-Common use self-service) at Terminal 1D of Indira Gandhi International Airport, New Delhi which are being used by Indigo and GoAir Airlines. In Terminal 3 of Indira Gandhi International Airport, New Delhi, 6 CUSS are being used by Lufthansa, Jet Airways and Air India. The service is well appreciated by the passengers and hence other Airlines are also advised to use CUSS at Terminal 3.

(e): 5 self check-in kiosks (3 at domestic and 2 at international) are already available at Chennai Airport.